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CAREER OBJECTIVE

Dynamic, achievement-driven, accomplished Hospitality and Hotel Management professional with a brilliant career record of 20+ years in Banquet operations, food and beverage management and organizing high profile events at a leading 5-star establishment. Seeking a challenging leadership position with a reputable organization to leverage domain knowledge, leadership, managerial, commercial and relations building skills in delivering excellence in performance, meeting world-class standards and fulfilling corporate goals and objectives.



SKILLS

- Multi-site operations management
- Team building
- Production and Inventory Control
- Analytical
- Cost reduction and containment
- Negotiations expert
- Process improvement strategies
- Microsoft Office Suite expert
- Quantifiable revenue increases
- Client relationships
- Dedicated
- Flexible

Accomplishments

- Grew maximum revenue in the current year by spearheading development of cost reduction. And adding high-value new clients for the Hotel.
- Boosted customer satisfaction ratings by 95% in under 12months.
- Created critical KPIs to track and improve on-time delivery, customer issues and safety statistics.
- Streamlined the banquet operations, resulting in 50% reduction in operating budget.

Professional Experience

Banquet & conference operation manager – Food and Beverage, Nov 2011 to date

Emirates Palace Hotel (Operated by Mandarin Oriental Hotel Group Abu Dhabi UAE)

Company Profile:

Emirates Palace is a 5-star luxury hotel situated in the heart of the Abu Dhabi and Operated by Mandarin Oriental Hotel Group

Operation

- Operating the International Conference Centre of Abu Dhabi The most luxurious and technologically advanced meeting facility in the region. The conference facilities include an Auditorium & Ballroom accommodating 1500/2400 guests , GCC room accommodating 880 Guests respectively and an extensive range of over 40 meeting rooms including a Media Centre and Business.
- Operating the Outdoor function space of over 10000 sqm providing a magnificent al fresco setting for cocktail receptions, gala dinners and events.

- For examples: (International R&B singer Rihanna for New Year's Eve Concert, Alton John, Shakeera, Opera Aida, Cream FieldEct.)
- Operating six large terraces and a variety of pre-function areas provide many possibilities for breaks, cocktail receptions and banquets.
- Managing the catering services operation by organizing and developing the food and beverage services to meet the hygiene standards and financial targets. For example : (Etihad F1 Grand Prix at Yas Marina circuit , FIFA)

Key Responsibilities:

- Operations Management
- Report to Food and Beverage Head of Department and support the achievement of Mandarin Oriental vision of being the established leader of the hospitality industry.
- Lead a team of 40 employees plus support.
- Provide overall management direction and control to the operations of outlets assigned by the Head of Department assuring compliance with all hotel rules and regulations including fire and safety policy and hygiene and HACCP regulations.
- Contribute proactively in effective implementation of corporate policies, procedures, guidelines, traditions and initiatives to maintain the Mandarin Oriental brand image and Emirates Palace reputation in the market.
- Conduct annual reviews of the department's operating manuals and ensuring updating incorporating all current practices and changes prescribed by the hotel management.
- Participate in the preparation and consolidation of the annual budget for the Banquet department

Manning

- Managing staffing of 40 employees + the supporting staff.
- Develop team member's knowledge, skills; ensure that the service standards consistently meet the departmental standards and the guest instructions.
- Perform all positions in banquet operations in order to supervise, direct, and train all banquet personnel.
- Co-coordinating staffing requirements and staff briefings.

Customer

- Responsible for soliciting banquet business and ensuring customer satisfaction with all functions booked.
- Handling client queries on the day and troubleshooting exhibitor and visitor problems on the day.
- Liaising with clients and designers to create a brand/look for the event.
- Identifying and securing speakers or special guest.
- Functions
- The Gulf Cooperation Council Conference (GCC) 2005&2010.
- TDIC Events (Gallery one, Abu Dhabi arts, ADACH, Arts Paris Saadiyat Exhibition, Musical Exhibition & the Islamic Exhibition)
- IDEX.
- Abu Dhabi Thinkers.
- Abu Dhabi awards 2006, 2007, 2008, 2009, 2010, 2011, and 2013.
- Royal Family weddings.
- Corporate events to Ministries & the senior companies on Abu Dhabi (Mubadala , Higher technology, AL Dar, National Holding, ADAC , Executive affair authority ...

Team Management

- Participate in daily briefings with the sales team to decide on the requirements, menus for all events.
- Contribute to the execution of the talent development tasks including implementation of new initiatives, identification of internal and external talent matching Mandarin Oriental values and developing talent to present candidates at quarterly talent transfer calls.
- Support in planning and implementing effective training programs for all the staff based on structured training and

development needs analysis.

Sr.Asst Banquet and conference Manager, Mar 2007 – Nov 2011
Emirates Palace Hotel (Abu Dhabi UAE)

Key Responsibilities:

- Assist Operations Management
- Report to Head of Department and support the achievement of Kempinski's vision of being the established leader of the hospitality industry.
- Meet each Conference and banqueting client on their arrival to ensure that all requests are being met.
- To monitor service and food and beverage standards in all banquet.
- To ensure that the banquet team projects are warm, professional and welcome image.
- Conduct an after function debriefing and gain guest feedback for any further improvements to be made
- Assist clients in their preparation for their event by maintaining an ongoing relationship with the client and ensuring all their requirements are met all the times.
- Conduct annual reviews of the department's operating manuals and ensuring updating incorporating all current practices and changes prescribed by the hotel management.
- Participate in the preparation and consolidation of the annual budget for the Banquet department
- Worked closely with the Banquet Manager in supervising and controlling all activities of the department contributing to maximization of Food and Beverage revenue.
- Worked as a core member of the hotel team in organizing several major events ensuring delivery of customer expectations while achieving hotel's business objectives.
- Monitored and controlled all assigned areas of operations and assured compliance with hotel policies and procedures, fire and safety rules and hygiene and HACCP regulations.
- Supported initiatives and programs for staff development including on-the-job training of new and existing employees, performance evaluation and training needs identification.

Assistant Banquet and conference Manager, July 2005- Mar 2007
Emirates Palace Hotel (Abu Dhabi UAE)

Highlights:

- Assist Operations Management
- Worked closely with the Asst, Banquet Manager in supervising and controlling all activities of the department contributing to maximization of Food and Beverage revenue.
- To ensure that all policies and procedures and standard operating procedures in regards to conference and banquet are implemented and that effective communication systems are designed and implemented.
- Appropriate set up for each function is done.
- To maintain a good rapport with guest and colleagues.
- To ensure that all buffets and food displays are maintained to the standards required.
- Operating the Outdoor function space of over 10000 sqm providing a magnificent al fresco setting for cocktail receptions, gala dinners and events. For examples: (International R&B singer Rihanna for New Year's Eve Concert, Alton John, Shakeera, Opera Aida, Cream FieldEct.)
- Operating six large terraces and a variety of pre-function areas provide many possibilities for breaks, cocktail receptions and banquets.
- Managing the catering services operation by organizing and developing the food and beverage services to meet the hygiene standards and financial targets. For example : (Etihad F1 Grand Prix at Yas Marina circuit , FIFA)
- Assist for soliciting banquet business and ensuring customer satisfaction with all functions booked.
- Handling client queries on the day and troubleshooting exhibitor and visitor problems on the day.

- Liaising with clients and designers to create a brand/look for the event.
- Identifying and securing speakers or special guest.

Head Waiter- Banquet and conference, Nov 2004- July 2005
Emirates Palace Hotel (Abu Dhabi UAE)

Highlights:

- Coordinated major events organized at Emirates Palace including Opera Aida, GGS and Ramadan Tents (2005-2007)
- Received a Certificate of Appreciation from Secretary General GCC for contribution to the 26th session of the Supreme Council of Gulf Cooperation Council in Dec 2005
- Coordinated events of TDIC Abu Dhabi – Gallery One, Abu Dhabi Arts, ADACH, Arts Paris, Saadiyat Exhibition, Musical Exhibition and Islamic Exhibition.
- Events coordinated include IDEX, Abu Dhabi Thinkers, annual Abu Dhabi Awards and Royal Family weddings
- Supported corporate events of government ministries and corporate organizations like Mubadala, Aldar, National Holdings, ADAC, Executive Affairs Authority and Higher Colleges of Technology

Key Responsibilities:

- Assist and coordinated all aspects related to food and beverage for successful execution of a wide range of events, banquets and conferences for major and VIP customers.
- Participated in planning and execution of events with appropriate departments like stewarding, kitchen, marketing and sales, procurement and logistics for smooth execution of assigned scope of work.
- Ensured that all customer requirements were correctly understood and required resourced planned and mobilized to achieve predefined customer satisfaction and business objectives.
- Monitored end-to-end activities across the complete event lifecycle to identify and resolve all Banquet related issues on time to the satisfaction of stakeholders.
- Ensured compliance with hotel policies and procedures, fire and safety rules and food safety and hygiene requirements.

Head Waiter – Food and Beverage, Cairo Capital Club (Cairo/Egypt)
Nov 1998 to November 2004

Company Profile:

- The Cairo Capital Club was established to provide the topmost echelon of Cairene society with the highest possible level of private City Club service.

Operation:

- Operating and over Looking for 2 outlets Le Pavilion: main French restaurant with its classic atmosphere Accommodating 120 guest. Le Jardin an entertaining restaurants accommodating 150 guest.
- Coordinate the outside catering services presenting services up to 2000 guests.

Manning

- Staffing 25 Employees adding the support staff.
- Co-coordinating staffing requirements and staff briefings.
- Develop team member's knowledge & skills.

EDUCATION

1998 Helwan University.

- Egypt, Cairo

- Hotel Management
- Bachelor

Courses Studied during College years:

- Front Office Procedures.
- (American Hotels & Motels association “AH & Ma “Virginia. U.S.A.)
- Managing services in food & Beverage Management
- The Loading & Food Service Industry.
- Basic Financial accounting for Hospitality.
- Introduction to Management in The Hospitality Industry
- (Tom Powers School Of Hotels & Food Administration, University of Guelph)
- Kitchen Science.
- (Howard Hittman)

Trainings during My Education period:

- Cairo Meridian Hotel (F&B) 4 month
- Cairo Marriot Hotel & Casino (F&B) 4 month
- Mena house Hotel & Casino (F&B) 6 month

PERSONAL INFORMATION

- Date of birth : 20th May 1974
- Marital Status : Married
- Nationality : Egyptian
- Religion : Muslim
- Driving License: UAE ,Egypt
- Language: Fluent in English and Arabic